

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Serial No. 10/826,160
Filing Date April 15, 2004
First Name Inventor..... Hua-Jun Zeng
Applicant..... Microsoft Corporation
Group Art Unit..... 2169
Examiner Saunders, Aaron J
Attorney's Docket No. MS1- 1892US
Title: Mining Service Requests for Product Support

RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT
DATED JUNE 27, 2007

To: Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

From: Brian G. Hart (Tel. 509-324-9256; Fax 509-323-8979)
Lee & Hayes, PLLC
421 W. Riverside Avenue, Suite 500
Spokane, WA 99201

INTRODUCTORY COMMENTS

This communication is responsive to a notice of non-compliant amendment dated June, 2007. An "**Amendments to the Specification**" section begins on page 3 of this paper. A "**Remarks**" section begins on page 8 of this paper.